



## **Modernizing Government and Going Digital: Best Practices for IT Professionals**

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# Discussion Topics

- Importance of thinking about Digital Transformation
- Best practices for going digital
- Demo
- Q&A

Why Go Digital?

# Why Go Digital?

1

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Organizational  
Priorities

2

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Constituent  
Expectations

3

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Compliance

How do we go digital?

# Best Practices for Going Digital

## Different Perspectives



Internal



Partners

# Best Practices for Going Digital

01 Constituent /Customer Experience

02 Top Down Buy In

03 Digitize End to End

04 IT + Department Partnership

05 Don't Digitize Bad Process

06 Partnership & Support

07 Scalability

08 Security

09 Ease of Use

10 Understand Ecosystems

# 1

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## Constituent / Customer Experience





# 1 | Constituent/Customer Experience

Core Business/Service

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Identify areas of impact

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Look across the org



# 2

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## Top Down Buy In



## 2 | Top Down Buy In

Find a champion

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Ensures priority alignment

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Create a mandate



# 3

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## Plan to digitize end to end



### 3 | Digitize End to End

Consider enterprise-wide application

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Make a plan to address

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OK to start small



# 4

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## IT + Department Partnership





## 4 | IT + Department Partnership

Partner with Internal  
constituents

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Identify pain points

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User-centered



# 5

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## Don't Digitize Bad Process





## 5 | Don't Digitize Bad Process

Understand the complete workflow

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Identify the challenges

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Improve + digitize



# Best Practices for Going Digital



Internal



Partners

# 6

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## Partnership & Support



## 6 | Partnership & Support

Long-term partner

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Philosophy & incentives

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Types of support



# 7

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## Scalability



## 7 | Scalability

Works across departments

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Works across devices

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Scale with volume



8

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# Security



## 8 | Security

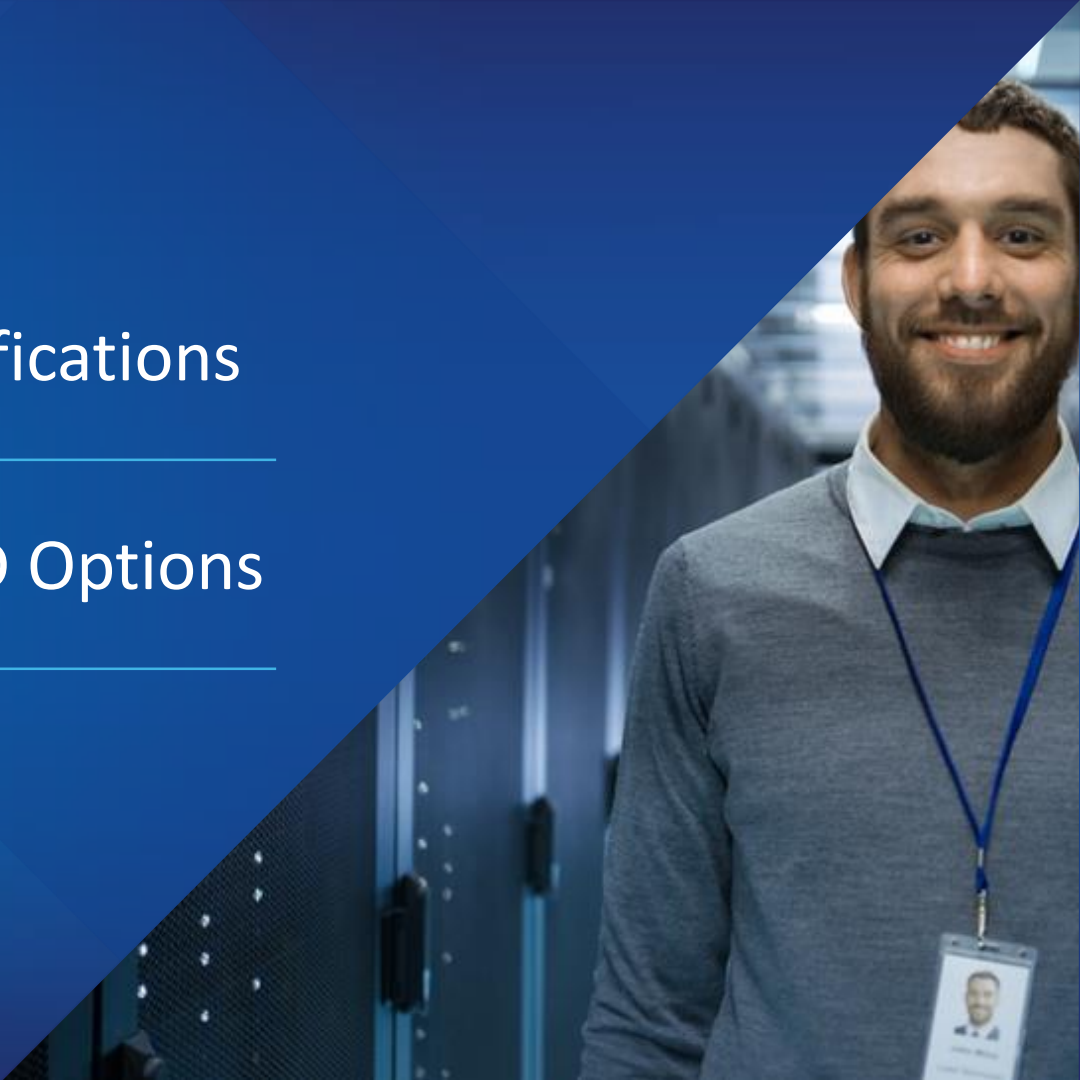
Compliance & certifications

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Authentication & ID Options

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Reliability





# 9

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## Ease of Use



# 9

## Ease of Use

Ease of implementation

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Consider all users

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Expectations for adoption



# 10

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## Understand Ecosystems



# 10 | Understand Ecosystems

Internal ecosystem

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Partner's ecosystem

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Pre-built & custom options



# Best Practices for Going Digital

01 Constituent Experience

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# Audience Q&A

Demo

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